

COMPANY NAME:	<i>Blue Raven Technology, Inc.</i>
Contract Number <i>(Must be included on purchase order):</i>	<i>N/A</i>
ORDER INFORMATION	
Name	<i>Lisa Belanger</i>
Address	<i>110 Fordham Road</i>
City, State, Zip	<i>Wilmington, MA 01887</i>
Email Address	<i>lmb@blueraven.com</i>
Phone	<i>800.274.5343, extension 4409</i>
Fax	<i>978.661.7726</i>
Customer Ordering Process:	<i>Purchase orders sent, other upon request.</i>
High Volume Pricing Minimum Order Requirement (complete tab 6):	<i>No dollar minimum. Qty 10+ volume pricing available.</i>
URL for Michigan REMC Contract Products and Services Schedule (PSS):	<i>A customized website will be set-up once a REMC contract has been awarded.</i>
URL for Manufacturers Suggested Retail Prices (MSRP):	<i>A customized website will be set-up once a REMC contract has been awarded.</i>
URL for National Educational Price (NEP) Schedule:	<i>A customized website will be set-up once a REMC contract has been awarded.</i>
Update Frequency of MSRP prices online	<i>1 time daily.</i>
Universal Service Fund (E-rate) SPIN Number:	<i>N/A</i>
COMPANY CONTACT INFORMATION	
Product Specifications:	
Name	<i>Lisa Belanger</i>
Email Address	<i>lmb@blueraven.com</i>
Phone	<i>800.274.5343, extension 4409</i>
For Warranty Support:	
Name	<i>Lisa Belanger</i>
Email Address	<i>lmb@blueraven.com</i>
Phone	<i>800.274.5343, extension 4409</i>
For Lease Information:	
Name	<i>N/A</i>
Email Address	<i>N/A</i>
Phone	<i>N/A</i>
Order Status:	
Name	<i>Lisa Belanger</i>
Email Address	<i>lmb@blueraven.com</i>
Phone	<i>800.274.5343, extension 4409</i>
Manufacturer Sales Representatives:	
Name	<i>Lisa Belanger</i>
Email Address	<i>lmb@blueraven.com</i>
Phone	<i>800.274.5343, extension 4409</i>
List of Models designated for Commercial Use:	<i>Dell, Apple, Compaq, HP, Toshiba, Acer, IBM, Lenovo, Sony.</i>
List and briefly describe Trade-Back/Trade-In Programs:	<i>N/A</i>
List and briefly describe Energy Saving Programs (i.e. EnergyStar or similar):	<i>N/A</i>

CUSTOMER ELIGIBILITY	
K- 12 schools: Public, Non-Public, Charter and Private Schools	<i>ALL</i>
Higher Education: Community Colleges, Colleges and Universities	<i>ALL</i>
Libraries: Public, County, and the Library of Michigan	<i>ALL</i>
Governmental Agencies: City, Township, County and State	<i>ALL</i>

Vendor Service Profile Survey 2008**Company Name:** Blue Raven Technology, Inc.**Completed by:** Lisa Belanger**REMC Customers Can Expect...**

(The following sections will be posted on the REMC Bid Web Site)

	Legend	Respond in this column
Customer Communication		
One primary point of contact	Yes or No	YES
Toll free Customer Service telephone number	Yes or No	YES
Toll free Customer service fax number	Yes or No	NO
REMC specific Web page	Yes or No	NO
Office hours (Eastern Time)	__AM to __ PM	8:00 AM TO 5:00 PM
Demo/evaluation product available	Yes or No	YES
Product demonstration sessions upon request	Yes or No	YES
24-hour response time to voice mail or e-mail inquiries	Yes or No	YES
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order upon request	Yes or No	YES
New customer forms are required	Yes or No	NO
Summer deliveries coordinated with customer	Yes or No	YES
Procurement/credit cards accepted	Yes or No	YES
Additional fees are charged for procurement/credit card orders	\$, % or N/A	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	N/A
Required contract number	Yes or No	NO
Customers saw you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:		
MAEDS, October 18-20, 2006	Yes or No	NO
MAME, October 25-27, 2006	Yes or No	NO
MIEM, November 30, 2006	Yes or No	NO
MACUL, March 14-16, 2007	Yes or No	NO
MSBO, April 25-26, 2007	Yes or No	NO
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:		
MAEDS, October 3-5, 2007	Yes or No	NO
MAME, October 24-26, 2007	Yes or No	NO
MIEM, January 30-February 1, 2008	Yes or No	NO
MACUL, March 5-7, 2008	Yes or No	NO
MSBO, April, 2008	Yes or No	NO, maybe
Other Michigan statewide K-12 conferences	Name(s)	we're looking

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Delivery		
Rush delivery options available at additional cost.	Yes or No	YES
Deliveries are drop-shipped by manufacturer	Yes or No	YES
Delivery timelines from receipt of orders		
Equipment	days	2
Supply/Paper	days	N/A
Software	days	N/A
Please provide a brief summary of delivery options available. Be sure to specify type of delivery (Inside, tailgate etc.) and costs associated with each option.		
90% SAME DAY SHIPPING AVAILABLE. OTHERWISE, 1 - 5 DAYS AVERAGE TURN-AROUND TIME.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	YES
Onsite assistance at no cost	Yes or No	NO
Onsite assistance at extra cost	\$ or N/A	N/A
Return Policies		
Call tag issued for company's incorrect shipment	Yes or No	YES
Customer dissatisfaction with items can be returned	days	30
Full refund within	days	30
Method of refund	Refund/Voucher	REFUND & CREDIT
Restocking fees	___% after ___ days	20% AFTER 30 DAYS
Please provide a brief summary of return policies:		
VERY FLEXIBLE 30 DAY CORE EXCHANGE RETURN & REFUND POLICY. WE WILL WORK WITH YOU.		
Warranty Policies		
Product to be replaced with new if reported within	days	180
Product to be replaced with used/reconditioned units	Yes, No or N/A	NO
Call tag to be issued	Yes, No or N/A	YES
Please provide a brief summary of warranty policies. Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.		
PRODUCTS ARE ONLY NEW OR REMANUFACTURED TO EXACT ORIGINAL OEM SPECIFICATIONS (JUST LIKE THE MANUFACTURER) AND CARRIES FULL WARRANTIES. WE HAVE OVER 250,000 PARTS IN INVENTORY, MOST ITEMS CARRY A FULL 180 DAY, 6 MONTH 100% WARRANTY, NO QUESTIONS ASKED. EXCEPTIONS ARE FOR HARD DRIVES AND NEW LAPTOP BATTERIES WHICH CARRY A FULL (1) YEAR WARRANTY, AND MEMORY CHIPS WHICH CARRY LIFETIME WARRANTY.		
Repair Policies (Non-warranty)		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	NO
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	NO
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	NO
Please provide a brief summary of repair policies.		
WE OFFER WHOLE UNIT FLAT RATE COMPUTER REPAIRS. WE'VE DONE JUST OVER 375,000 WHOLE UNIT COMPUTER REPAIRS TO DATE AND AVERAGE 4,500 TO 5,000 REPAIRS EVERY MONTH.		

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REMC Can Expect...		
(The following sections will not be posted on the REMC Bid Web Site)		
Price Guarantees. All bid prices are guaranteed by the manufacturer or reseller. Exceptions must be noted in the Exceptions section of the Vendor Signature Page.		
Prices are guaranteed for the full contract period	Yes or No	YES
Prices are guaranteed by the vendor, manufacturer or both for the full contract period	vendor/mfr/both	VENDOR
Sales Service		
Has prior experience with REMC contracts	Yes or No	NO
Vendor to make face-to-face sales <u>calls in ALL of Michigan</u>	Yes or No	NO
Estimated number of in person sales calls on schools in the past year in:		
Upper Peninsula	Number	N/A
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Number	N/A
Metro Detroit (Wayne, Oakland, Macomb Counties)	Number	N/A
Corporate headquarters is located in Michigan	Yes or No	NO
Sales staff or office is located in Michigan	Yes or No	NO
Warehouse is located in Michigan	Yes or No	NO
Marketing Plan. Please provide your company's specific plans to market the REMC contract to customers. Attach specific events and samples from previous marketing campaigns, such as fliers, web sites, presentations, etc.		
<p style="color: red;">Attach Marketing Plan as directed in the Invitation to Bid (ITB), §1.404.</p>		

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REMC staff use only below this line. Vendors do not complete this section.		
Vendor was identified more than once for charging shipping.		
Vendor provided accurate quarterly reports on a timely basis		
Vendor provided quarterly payments on a timely basis		
Included inaccurate information in previous year's profile		
Customer service contact for previous year had satisfactory product knowledge.		
Project Staff contact had satisfactory knowledge of the REMC contract		
Vendor used REMC \$AVE name in marketing materials without prior approval		
Vendor violated other bid terms and conditions in previous contract.		
Vendor submits pricing and product updates and communicates changes on a timely basis		
Vendor had satisfactory performance record		
Total Points for profile		
Staff Section Score Adjustment Total		
Adjusted Total		